

crisis intervention 4-step model

1

MANAGE YOURSELF

- Emotional contagion
- Don't panic
- Don't take it personally
- Recognizing your limits

2

MANAGE THE ENVIRONMENT

- Get rid of any audience
- Reduce distractions
- De-escalate the space
- Create time and space

3

NON-VERBAL DE-ESCALATION

- Body Position
- Eye Contact
- Tone of Voice
- Mirroring

4

VERBAL DE-ESCALATION

- Open-ended, simple questions
- Active listening - empathy
- Focus on feelings
- Give 2 simple options

S.A.V.E.

- **SLOW** Slow down, calm yourself, don't take it personally
- **AWARE** Be aware of who you are, where you are, avoid distractions and audience
- **VOICE** Verbal de escalation, empathy, focus on feelings, how you speak
- **ENGAGE** Active listening, body language, be flexible